

RMD Bulletin

Knowledge is power...

Accessing a Temporary Provider Identification Number (PIN)



Providers without access to their permanent Provider Identification Number (PIN) can obtain a temporary PIN by contacting the Point of Service (POS) Internet/Help Desk at (800) 427-1295. When calling, select option 1, 6, and your call will be directed to an operator. Tell the operator that you are a Department of Mental Health provider and the operator will request your provider number. (When contacting the State, your provider number is the numeric portion of your billing provider number with five leading zeros for example, 000001234). A temporary PIN will be assigned and is only valid until midnight the day it was issued. Providers may use the temporary PIN to verify eligibility and also perform share of cost transactions. A temporary PIN can only be used on the Supplemental Automated Eligibility Verification System (SAEVS) at (800) 427-1295, under option 1, 5. (*Note: Temporary PIN numbers cannot be used with the Point of Service (POS) device, the Automated Eligibility Verification System (AEVS), or on the Medi-Cal website.*)

*You may be asked for your ten digit National Provider Identifier (NPI). If you do not know your billing provider NPI, it is available on the IS280 Report, Active Assigned Staff Register/Staff Roster with License Status. For help with this report, please contact the CIOB Help Desk at (213) 351-1335.

We're here to help you...

If you have any questions or require further information, please do not hesitate to contact RMD at (213) 480-3444 or at RevenueManagement@dmh.lacounty.gov.